

LINDA LINGLE
GOVERNOR



PROCUREMENT POLICY BOARD
PHYLLIS M. KOIKE
GREGORY L. KING
RUSS K. SAITO
GORDON K. T. ING
CLAIRE H. MOTODA
WINIFRED N. ODO
MYRON L. TONG

AARON S. FUJIOKA
ADMINISTRATOR

**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

P.O. Box 119
Honolulu, Hawaii 96810-0119
Tel: (808) 587-4700 Fax: (808) 587-4703
www.spo.hawaii.gov

October 31, 2003

MEMORANDUM

TO: Executive Branch
Department of Education
Office of Hawaiian Affairs
House of Representatives
Senate
Judiciary
City & County of Honolulu
Honolulu City Council
Honolulu Board of Water Supply
Maui County
Maui County Council
Maui Department of Water Supply
Kauai County
Kauai County Council
Kauai Department of Water

FROM: Procurement Officer

SUBJECT: Change No. 8
SPO Vendor List No. 02-29
Copiers and Facsimile Machines Vendor List
(RFP-02-015-OHMK and RFP-02-107-OHMK)

Make the following change to the Vendor List:

CANON U.S.A., INC. Effective September 26, 2003 Hawaii Business Equipment, Inc. (HBE) will not represent Canon U.S.A. on the vendor list. Accordingly, delete all references to HBE under Canon U.S.A. Maintenance service for Canon equipment previously sold by HBE will be performed by IKON Office Solutions, Inc. (see Vendor List for address, phone numbers, etc.)

Change No. 8
SPO Vendor List No. 02-29
October 31, 2003
Page 2

Delete Canon 's "Vendor's Representative" and contact numbers and replace with:

Vendor's Representative: Ms. Sheri Hauke
Telephone: 310/402-0100 Fax 310/402-0162
e-mail shauke@cusa.canon.com.

Questions regarding the transition of maintenance service from HBE to IKON should be directed to Ms. Hauke.

Robert J. Govers, CPPB
Procurement Officer

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GOVERNOR



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April 10, 2003

TO: Executive Branch
Department of Education
University of Hawai'i
Office of Hawaiian Affairs
House of Representatives
Senate
Judiciary
City & County of Honolulu
Honolulu Board of Water Supply
Maui County
Maui County Council
Maui Department of Water Supply
Kaua'i County
Kaua'i County Council
Kaua'i Department of Water

FROM: Procurement Officer

SUBJECT: **Change No. 7**
SPO Vendor List No. PL 02-29
COPIERS AND FACSIMILE MACHINES VENDOR LIST
Expires January 31, 2004
(RFP-02-015-OHMK and RFP-02-107-OHMK)

The following clarification is made to the vendor list.

The vendor list expiration date is **January 31, 2004.**

Should you have any questions, Caroldynne Yamashita can be contacted at 586-0566, fax 586-0570, or caroldynne.yamashita@hawaii.gov.

ROBERT J. GOVERNS, CPPB
Procurement Officer

LINDA LINGLE
GOVERNOR



PROCUREMENT POLICY BOARD
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**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

P.O. Box 119
Honolulu, Hawaii 96810-0119
Tel: (808) 587-4700 Fax: (808) 587-4703
www.spo.hawaii.gov

March 31, 2003

TO: Executive Branch
Department of Education
University of Hawai'i
Office of Hawaiian Affairs
House of Representatives
Senate
Judiciary
City & County of Honolulu
Honolulu Board of Water Supply
Maui County
Maui County Council
Maui Department of Water Supply
Kaua'i County
Kaua'i County Council
Kaua'i Department of Water

FROM: Procurement Officer

SUBJECT: **Change No. 6**
SPO Price List No. PL 02-29
COPIERS AND FACSIMILE MACHINES VENDOR LIST
(RFP-02-015-OHMK and RFP-02-107-OHMK)

The following change and clarifications are made to the vendor list.

1. **Canon U.S.A., Inc.** Change website address to: <http://www.gmdhawaii.com>.
2. Agencies and vendors are requested to read the instructions in subject vendor list. The following clarifications and reminders are furnished to supplement these instructions. Where applicable, references to the vendor list are furnished in parenthesis.
 - a. When preparing the RFQ, agencies may seek assistance from vendors, however, the agencies are ultimately responsible for the specifications in the RFQs. Agencies are instructed to list the required features of the equipment and/or specify minimum

requirements of the machine desired – **do not** gold-plate your requirements or you may end up paying for features you will never use. (Assisting Agency, page 12.)

- b. Agencies must consider all quotes received in response to their RFQ. Agency must award to the vendor whose award represents the “best value” to the agency. (Consideration of Quotes, page 11.)
- c. Prior to entering into any lease agreement, vendor shall provide options to the agencies and demonstrate the “...most cost-effective option depending on the circumstances and the **true needs** of the agency.” (Types of Procurement Methods, page 9) Furthermore, the agencies shall request that the vendors provide, in writing, the buy-out procedure in the event the lease agreement is terminated during the lease period. Hypothetical situations shall be presented, e.g., after three or four years on a five-year lease, agency’s responsibility for the balance of the lease, etc. (second paragraph on page 10). In response to an RFQ, vendors shall include **all** costs associated with procurement of any equipment under this vendor list. Agencies shall evaluate all factors before entering into or terminating any agreement to ensure the action chosen is best for their situation. (Vendors Responsibility to Provide Quotations, page 12)

The department head, principal or a designee (i.e., administrative services officer, finance officer) within the agency is charged with the responsibility to determine which equipment offered best meets the needs of the agency. (Selecting Equipment, page 11.)

- d. If an offeror requests information relative to the RFQ, agencies shall accommodate offeror’s request after the purchase order is issued. Agencies are reminded that award information is public information (HAR 3-122-9.01)
 - e. Vendors are required to provide maintenance service for the expected useful life of the equipment offered under the vendor list. This requirement covers purchased and leased equipment; maintenance is included in the monthly rate for rented equipment. (Expected Useful Life of Equipment, page 12)
3. **VENDOR EVALUATION** form should be used to report complaints or commendations on a vendor’s product or performance; a form is attached for your convenience. Agencies are encouraged to use the form whenever appropriate. Fax completed form(s) to the State Procurement Office, fax number 586-0570.

The current price list is available on the SPO website: www.spo.hawaii.gov; click on “Contracts”.

Robert J. Governs, CPPB
Procurement Officer

LINDA LINGLE
GOVERNOR



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**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

P.O. Box 119
Honolulu, Hawaii 96810-0119
Tel: (808) 587-4700 Fax: (808) 587-4703
www.state.hi.us/icsd/dags/spo.html

January 9, 2003

MEMORANDUM

TO: Executive Branch
Department of Education
Office of Hawaiian Affairs
House of Representatives
Senate
Judiciary
City & County of Honolulu
Honolulu City Council
Honolulu Board of Water Supply
Maui County
Maui County Council
Maui Department of Water Supply
Kauai County
Kauai County Council
Kauai Department of Water

FROM: Procurement Officer

SUBJECT: Change No. 5
SPO Vendor List No. 02-29
Copiers and Facsimile Machines Vendor List
(RFP-02-015-OHMK and RFP-02-107-OHMK)

Subject Vendor List scheduled to expire on January 31, 2003 has been extended for twelve (12) additional months. Agencies may continue to place orders with **all** vendors until **January 31, 2004**.

Incorporate the following changes to the vendor list:

1. Effective February 1, 2003, delete **University of Hawaii** from STATE'S COMMITMENT, on page 1 of the Vendor List.
2. Electronic Business Machines, Inc. Change Vendor's Representative to: Ragan Shirai.

3. IKON Office Solutions, Inc. For the island of Maui, add the following Customer Service Representative: Alan Fukuyama, phone 808/357-4566
4. Insert internet addresses for the following vendors:
 - a. Copymasters Hawaii, Inc. www.copymastersintl.com
 - b. Toshiba Hawaii, Inc. www.toshibahawaii.com
 - c. Xerox Corporation www.xeroxhawaii.com

Internet addresses for other participating vendors are listed in the SPO Vendor List. Agencies should contact vendor listed in the vendor list for assistance in configuring a system, additional information not available on the website, pricing information, etc.

All terms and conditions of the current contract/vendor list remain unchanged.

ROBERT J. GOVERNS, CPPB
Procurement Officer

October 7, 2002

MEMORANDUM

TO: Executive Branch
Department of Education
University of Hawai'i
Office of Hawaiian Affairs
House of Representatives
Senate
Judiciary
City & County of Honolulu
Honolulu Board of Water Supply
Maui County
Maui County Council
Maui Department of Water Supply
Kaua'i County
Kaua'i County Council
Kaua'i Department of Water

FROM: Procurement Officer

SUBJECT: Change No. 4
SPO Vendor List No. 02-29
Copiers and Facsimile Machines Vendor List
(RFP-02-015-OHMK)

Make the following changes to the Vendor List:

1. Effective November 1, 2002, add **Honolulu City Council** to STATE'S COMMITMENT, on page 1 of the Vendor List: Accordingly, to POINT OF CONTACT list, add: Clayton Wong, telephone 527-5654, fax 523-4220, email cwong@co.honolulu.hi.us.
2. Correct the email address in POINT OF CONTACT, for Executive Jurisdiction to read carol_yamashita@exec.state.hi.us

ROBERT J. GOVERNS, CPPB
Procurement Officer

BENJAMIN J. CAYETANO
GOVERNOR



PROCUREMENT POLICY BOARD
PHYLLIS M. KOIKE
GREGORY L. KING
GLENN M. OKIMOTO
GORDON K. T. ING
CLAIRE H. MOTODA
WINIFRED N. ODO
MYRON L. TONG

AARON S. FUJIOKA
ADMINISTRATOR

**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

July 18, 2002

TO: Executive Branch
Department of Education
University of Hawai'i
Office of Hawaiian Affairs
House of Representatives
Senate
Judiciary
City & County of Honolulu
Honolulu Board of Water Supply
Maui County
Maui County Council
Maui Department of Water Supply
Kaua'i County
Kaua'i County Council
Kaua'i Department of Water

FROM: Procurement Officer

SUBJECT: Change No. 3
SPO Vendor List No. 02-29
Copiers and Facsimile Machines Vendor List
(RFP-02-015-OHMK)

Effective July 22, 2002 make the following changes to **CANON U.S.A., INC.** Delete all references to Servco Integrated Office Technology (SIOT) as SIOT no longer represents Canon U.S.A. Hawaii Business Equipment, Inc. (HBE) will now represent Canon U.S.A. along with IKON Office Solutions, Inc.

Delete Canon U.S.A.'s subcontractors listing on page 5 of the Vendor List and replace with the attached list.

ROBERT J. GOVERNS, CPPB
Procurement Officer

Attach.

Change No. 4
SPO Price List No. 02-29

Canon U.S.A., Inc. - continued

Direct Customer Service Requests to IKON Office Solutions or Hawaii Business Equipment (HBE):

O'ahu

IKON

680 Iwilei Road, Suite 850
Honolulu, HI 96817
Phone: 808/275-2400
Fax: 808/275-2480

HBE

590-A Paiea Street
Honolulu, HI 96819
Phone: 808/834-3636
Fax: 808/839-1880
e-mail: hbeinc@gte.net
Web
hawaiibusinessequipment.com

Maui

HBE

1781 Wilipa Loop Bay 2
Wailuku, HI 96793
Phone: 808/242-6458
Fax: 808/242-1349

Page:

Hawai'i

HBE

1266 Kamehameha Avenue
Hilo, HI 96720
Phone: 808/933-3291
Fax: 808/935-2798

Kaua'i

IKON

4121 Rice Street, #305
Lihue, HI 96766
Phone: 808/245-1696
Fax: 808/245-1696

June 26, 2002

MEMORANDUM

TO: Executive Branch
Department of Education
University of Hawai'i
Office of Hawaiian Affairs
House of Representatives
Senate
Judiciary
City & County of Honolulu
Honolulu Board of Water Supply
Maui County
Maui County Council
Maui Department of Water Supply
Kaua'i County
Kaua'i County Council
Kaua'i Department of Water

FROM: Procurement Officer

SUBJECT: Change No. 2
SPO Vendor List No. 02-29
Copiers and Facsimile Machines Vendor List
(RFP-02-015-OHMK)

Make the following changes to the Copiers and Facsimile Machines Vendor List:

1. Effective June 26, 2002, the following vendors have been added to the Vendor List:

Earle M. Alexander, Ltd. dba EMA Office Machines

Business Works of Hawaii, Inc. dba BWI

Hawaii Business Equipment, Inc.

Lanier Worldwide, Inc.

See attached pages 7b, 7c, and 7d for address, phone numbers, etc.

2. Insert the attached pages 7b, 7c, and 7d identified as Change 2 to the Vendor List.
3. **COPYMASTERS HAWAII, INC.** Delete e-mail address and replace with inquiries@copymastersintl.com.

ROBERT J. GOVERNS, CPPB
Procurement Officer

VENDOR INFORMATION AND ORDERING INSTRUCTIONS

EARLE M. ALEXANDER, LTD. dba EMA Office Machines

(Represents: Konica)

Direct Customer Service Requests, Purchase Orders, Payments, etc., to:

99-1046 Iwaena Street

Aiea, HI 96701

Phone: 808/488-7781

Fax: 808/488-7788

e-mail: billa@emasystems.com

Website: www.emasystems.com

Vendor's Representative: Alex Santos

For Customer Service contact the following EMA office or subcontractor:

Oahu

99-1046 Iwaena Street

Aiea, HI 96701

Phone: 808/488-7781

Fax: 808/488-7788

Contact: Alex Santos

Hawaii

PDI Microfilm Services (**Hilo**)

1025 Niolo Place

Hilo, HI 96720

Phone: 808/959-9765 (with fax)

Maui

Maui Office Machines, Inc.

280 Kookahi Street

Wailuku, HI 96793

Phone: 808/249-8640

Fax: 808/242-8642

Kawon Enterprises (**Kailua-Kona**)

75-5751 Kuakini Highway

Kailua-Kona, HI 96740

Phone: 808/326-1169

Fax: 808/329-4399

Kauai

Copier Assistance

58280 Kawaiahoe Road

Kapaa, HI 96766

Phone: 808/823-0166 (with fax)

BUSINESS WORKS OF HAWAII, INC. dba BWI

(Represents: Minolta and Kyocera Mita)

Direct Customer Service Requests, Purchase Orders, Payments, etc. to:

531 Waiakamilo Road

Honolulu, HI 96817

Phone: 808/545-5540 Fax: 808/842-7402

Website: WWW.gobwi.com

Vendor's Representative: David Richvalsky
e-mail: David@gobwi.com

For Customer Service, contact the following BWI office(s):

Oahu

531 Waiakamilo Road
Honolulu, HI 96817

Maui

2219 S. Kihei Rd #312
Kihei, HI 96753

Hawaii

73-556 E. Kauhola
Kailua-Kona, HI 96740

Kauai

P.O. Box 628
Hanapepe, HI 96716

69-425 Waikoloa Drive
Waikoloa, HI 96738

HAWAII BUSINESS EQUIPMENT, INC.

(Represents: Savin, Gestetner, Xerox and Muratec)

Direct Customer Service Requests, Purchase Orders, Payments, etc., to:

590-A Paiea Street
Honolulu, HI 96819
Phone: 808/834-3636 Fax: 808/839-1880
Website: www.hawaiibusinesssequipment.com
e-mail: hbeinc@gte.net
Vendor's Representative: Greg Valen

For Customer Service contact the following HBE office or subcontractor:

Oahu

590-A Paiea Street
Honolulu, HI 96819
Phone: 808/834-3636
Fax: 808/839-1880
Contact: Greg Valen

Hawaii

Stationers Corporation of Hawaii
708 Kanoelehua Ave.
Hilo, HI 96720
Phone: 808/935-5477
Fax: 808/935-6121
Contact: Tom Forbes

Maui

Maui Office Machines, Inc.
280 Hookahi Street
Wailuku, HI 96793
Phone: 808/242-8640
Fax: 808/242-8642
Contact: Ed Beppu

Kauai

Kauai Office Equipment
3184 Akahi Street
Lihue, HI 96766
Phone: 808/245-4061
Fax: 808/245/2080
Contact: Bruce Kobayashi

LANIER WORLDWIDE, INC.
(Represents: Lanier and Ricoh)

Direct Customer Service Requests, Purchase Orders, Payments, etc., to:

100 Kahelu Avenue #110
Mililani, HI 96789
Phone: 808/625-4900 Fax: 808/625-4911
e-mail: mchase@lanier.com
Websites: www.lanier.com and www.ricoh.com

Vendor's Representative: Simmi McClellan

For Customer Service, contact the following Lanier offices:

Oahu

100 Kahelu Avenue #110
Mililani, HI 96789
Phone: 808/625-4900
Fax: 808/625-4911
Contact: Mark Chase

Downtown Demo Location
1001 Bishop Street
Pacific Tower 1542
Honolulu, HI 96813

Maui

291 Hookahi Street #107
Wailuku, HI 96793
Phone: 808/242-7694
Fax: 808/242-7211
Contact: Thomas Cantere

Hawaii

73-4786 Kanalani Street **(Kona)**
Kailua-Kona, HI 96740
Phone: 808/329-7001
Fax: 808/329-5355
Contact: Brandon Forrest

1030 Kilauea Avenue **(Hilo)**
Hilo, HI 96720
Phone: 808/935-8059
Fax: 808/935-7639
Contact: Joseph Gutierrez

Kauai

4260 Rice Street
Lihue, HI 96766
Phone: 808/246-9531
Fax: 808/246-9498
Contact: Jeff Fleming

**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

HONOLULU, HAWAII

February 7, 2002

MEMORANDUM

TO: Executive Branch
Department of Education
University of Hawai'i
Office of Hawaiian Affairs
House of Representatives
Senate
Judiciary
City & County of Honolulu
Honolulu Board of Water Supply
Maui County
Maui County Council
Maui Department of Water Supply
Kaua'i County
Kaua'i County Council
Kaua'i Department of Water

FROM: Procurement Officer

SUBJECT: Change No. 1
SPO Vendor List No. 02-29
Copiers and Facsimile Machines Vendor List
(RFP-02-015-OHMK)

Make the following changes to the Copiers and Facsimile Machines Vendor List:

2. Remove pages 4 through 7 and replace with attached pages 4 through 7a identified as Change 1.
3. Delete addresses on top portion of page 8.

ROBERT J. GOVERNS, CPPB
Procurement Officer

VENDORS AND ADDRESSES

Canon U.S.A., Inc.

2110 Washington Blvd., Suite 150
Arlington, VA 22204-5790

Copymasters Hawai'i, Inc.

96-1173 Waihona Street, Suite B-2
Pearl City, HI 96782-1932

Electronic Business Machines, Inc.

444 Waiakamilo Road
Honolulu, HI 96817

IKON Office Solutions, Inc.

680 Iwilei Road, Suite 580
Honolulu, HI 96817

Sharp Electronics Corporation

Sharp Plaza, Box B
Mahwah, NJ 97430

Toshiba Hawai'i, Inc.

327 Kamakee Street
Honolulu, HI 96814

Xerox Corporation

700 Bishop Street, Suite 1200
Honolulu, HI 96813

VENDOR INFORMATION AND ORDERING INSTRUCTIONS

CANON U.S.A., INC.

(Represents: Canon)

Address and send Purchase Orders to:

Canon U.S.A., Inc.

P.O. Box 6517

Arlington, VA 22206

Web Site address: www.usa.canon.com

Remittance Address:

Canon U.S.A., Inc.

P.O. Box 905993

Charlotte, NC 28290-5993

For Emergency Ordering: Phone 425/868-0964; Fax 425/868-7294

Contact Edith Martin for billing issues. Phone 703/807-3808; Fax 703/807-3819
or Email emartin@cusa.canon.com

Vendor's Representative: Jeff Crompe

Phone: 425/868-0964

Fax: 425/868-7294

Email: JRC441@attbi.com

Canon U.S.A., Inc. - continued

Direct Customer Service Requests to Servco Integrated Office Technology (SIOT) or IKON Office Solutions:

O'ahu

IKON

680 Iwilei Road, Suite 850
Honolulu, HI 96817
Phone: 808/275-2400
Fax: 808/275-2480

SIOT

2850 Pukoloa Street, #101
Honolulu HI 96819
Phone: 808/837-0570

Hawai'i

SIOT

1266 Kamehameha Ave., Suite A1
Hilo, HI 96820
Phone: 808/935-5401

Maui

SIOT

162 Alamaha Street
Kahului, HI 96732
Phone: 808/877-7331

Kaua'i

IKON

4121 Rice Street, #305
Lihue, HI 96766
Phone: 808/245-1696
Fax: 808/245-1696

COPYMASTERS HAWAII, INC.

(Represents: Copystar, Xerox)

Direct Customer Service Requests, Purchase Orders, Payments, etc., to:

96-1173 Waihona Street, Suite B-2
Pearl City, HI 96782-1932
Phone: 808/456-0710 Fax: 808/456-5678

Vendor's Representative: Teri Miyasaki
Email: sales@copymastersintl

ELECTRONIC BUSINESS MACHINES, INC.

(Represents: Konica)

Direct Customer Service Requests, Purchase Orders, Payments, etc., to:

444 Waiakamilo Road
Honolulu, HI 96817
Phone: 808/848-0341 Fax: 808/842-0353

Electronic Business Machines, Inc. - continued

Vendor's Representative: Owen Kamiya
E-mail: ebm@inets.com

IKON OFFICE SOLUTIONS, INC.

(Represents: Canon, Ricoh, Océ, IKON)

Direct Customer Service Requests, Purchase Orders, Payments, etc., to:

680 Iwilei Road, Suite 580
Honolulu, HI 96817
Phone: 808/275-2400 Fax: 808/275-2480
Service: Toll Free 888/456-6782
Supply: Toll Free 877/615-6778
National website: www.ikon.com

For Customer Service, contact the following IKON offices:

O'ahu, Maui, Hawai'i

680 Iwilei Road, Suite 580
Honolulu, HI 96817
Phone: 808/275-2400
Fax: 808/275-2480
Contact: Jeff McGivern
Steve Taylor

Kaua'i

2893 Luina Street
Lihue, HI 96766
Phone: 808/634-5317
Fax: 808/245-7236
Contact: Warren Aihara

Vendor's Representative: Sean Quinn
Phone: 808/275-2425 Fax: 808/275-2480
Email: squinn@ikon.com

SHARP ELECTRONICS CORPORATION

(Represents: Sharp)

Address and send Purchase Orders to:

Sharp Electronics Corporation
c/o (locally authorized Sharp Dealer)
Sharp Plaza, Box B
Mahway, NJ 07430
Web Site address: www.sharp-usa.com

Vendor's Representative: Craig Pulver
Phone: 1/800/892-9204 ID#8200 or 480/890-8163
Fax: 480/890-8167
E-mail: Pulverc@sharpsec.com

Sharp Electronics Corporation – continued

Remittance Address: As indicated on each invoice

For Customer Service, contact the following subcontractors:

O'ahu

Copiers Hawai'i, Inc.

511 Kalihi Street
Honolulu, HI 96819
Phone: 808/847-1366
Fax: 808/847-0450
Contact: Brenda Shiroma or
Jack Smyth
Email: bshiroma@copiershawaii.com

Maui

Business Equipment Co., Inc.

392 N. Market Street
Wailuku, HI 96793
Phone: 808/244-3252
Fax: 808/242-6556
Contact: Ray Ibanez (Sales)
Dick Kamita (Service)

Hawai'i

Business Automation, Inc.

507 E. Lanikaula Street
Hilo, HI 96720
Phone: 808/935-9355
Fax: 808/969-6932
Contact: Michael Texeira

Kaua'i

S&S Business Machines, Inc.

3088-A Aukele Street
Lihue, HI 96766
Phone: 808/245-9549
Fax: 808/245-8633
Contact: Alan Yamamoto or
Leroy Sakaguchi

TOSHIBA HAWAII, INC.

(Represents: Toshiba)

Direct Customer Service Requests, Purchase Orders, Payments, etc., to:

327 Kamakee Street
Honolulu, HI 96814
Sales: 808/591-8377 Service: 808/591-9471

Vendor's Representatives: Trevor Maunakea
Phone: 808/591-8377 x251 Fax: 808/591-9472
Email: Trevor Maunakea@tacp.com

XEROX CORPORATION

(Represents: Xerox)

Direct Customer Service Requests, Purchase Orders, Payments, etc., to:

700 Bishop Street, Suite 1200
Honolulu, HI 96813

Xerox Corporation - continued

Sales: Phone 808/543-6250 Fax 808/543-6233
Service: Phone 808/536-4326 Fax 808/543-6285
Supplies: Phone 1/800/822-2200
National website: <http://www.xerox.com>

Vendor's Representative: Lisa Ma

Phone: 808/543-6250

For Customer Service, contact the following Xerox office on the neighbor islands:

O'ahu

700 Bishop Street, Suite 1200
Honolulu, HI 96813
Phone: 808/543-6250
Fax: 808/543-6233

Maui

900 Eha Street, Suite 101
Wailuku, HI 96793
Phone: 808/572-4858
Fax: 808/573-5552

Hawai'i

160 Makaala Street, Suite 125 **(Hilo)**
Hilo, HI 96720
Phone: 808/935-8967
Fax: 808/885-5373

Kaua'i

4347 Rice Street
Lihue, HI 96766
Phone: 808/245-3511
Fax: 808/245-8129

75-5995 Kuakini Highway **(Kona)**
Kailua-Kona, HI 96740
Phone: 808/329-9533
Fax: 808/329-4672

STATE OF HAWAII
STATE PROCUREMENT OFFICE

SPO Vendor List No.02-29
Replaces SPO Vendor List No. 99-12

COPIERS AND FACSIMILE MACHINES VENDOR LIST

RFP No. 02-015-OHMK

February 1, 2002 through January 31, 2003

STATE'S COMMITMENT. Agencies of the following purchasing jurisdictions are required to purchase from this vendor list:

- Executive Branch
- Department of Education
- University of Hawai'i
- Office of Hawaiian Affairs
- House of Representatives
- Senate
- Judiciary
- City & County of Honolulu
- Honolulu Board of Water Supply
- Maui County
- Maui County Council
- Maui Department of Water Supply
- Kauai County
- Kauai County Council
- Kauai Department of Water

EXCEPTION TO THE VENDOR LIST. When the use of the vendor list is not suited to an agency's purpose, the appropriate purchasing jurisdiction may grant an exception to purchase outside of the vendor list. Executive Branch agencies shall use SPO Form 5 (dated 9/18/96 or later), "Request for Authorization to Purchase Outside of the Price List", for this purpose.

POINT OF CONTACT. Questions regarding the products listed, ordering, pricing, and status should be directed to the vendor(s).

Procurement questions or complaints may be directed as follows:

Jurisdiction	Name	Telephone	FAX	E-mail	
Executive	Caroldynne Yamashita	586-0566	586-0570	Caroldynne_yamashita@exec.state.hi.us	
Judiciary	Newton Sakamoto	538-5805	538-5802	newtonsakamoto@yahoo.com	
Jurisdiction	Name	Telephone	FAX	E-mail	
Senate	Paul T. Kawaguchi	586-6720	586-6719	senclk@capitol.hawaii.gov	

	Carol Taniguchi	586-6720	586-6719	taniguchi@capitol.hawaii.gov
	Deborah Aki	586-6765	586-7229	wikander@capitol.hawaii.gov
House	Patricia Mau Shimizu	586-6400	586-6401	adele@capitol.hawaii.gov
OHA	Joan Bolte	594-1999	586-1865	joanb@oha.org
DOE	Dennis Kajikawa	675-0130	675-0133	dennis_kajikawa@notes.k12.hi.us
U.H.	Jamie Wong (primary)	956-8687	956-2093	jamie@mail.ppmo.hawaii.edu
	Rod Sakuma (alternate)	956-8687	956-2093	rod@mail.ppmo.hawaii.edu
Kauai Council	K. Inazu	241-6357	241-6349	None
Honolulu City and County	Earl Goro	523-4795	527-6834	egoro@co.honolulu.hi.us
Maui County	Greg King	270-7488	270-7138	greg.king@co.maui.hi.us
	Bruce Milliken	270-7489	270-7138	bruce.milliken@co.maui.hi.us
	Faye Okazaki	270-7492	270-7138	faye.okazaki@co.maui.hi.us
Maui Council	Frances Hirano	270-7838	270-7687	frances.hirano@co.maui.hi.us
Kauai County	Florence Kakuda	241-6294	241-6297	fkakuka@kauaigov.com
	Elmer Muraoka	241-6295	241-6297	emuraoka@kauaigov.com
	Wallace G. Rezentes	241-6564	241-6529	wrezaentes@kauaigov.com
Honolulu Board of Water Supply	Calvin Okamoto	527-5253	527-6155	cokamoto@hbws.org
	Craig Nahm	527-5253	527-6155	cnahm@hbws.org
Jurisdiction	Name	Telephone	FAX	E-mail
Maui Dept. of Water Supply	Mike Quinn	270-8013	270-7136	None
	Kenneth L. Bissen	270-7684	270-7136	ken.bissen@co.maui.hi.us

Kauai Dept. of Water	Clarita M. Remigio	245-5423	245-5813	cremigio@kauaiwater.org
	Melodie J. Canales	245-5426	245-5813	mcanales@kauaiwater.org

USE OF VENDOR LIST BY NONPROFIT ORGANIZATIONS. Pursuant to Section 103D-804, Hawaii Revised Statutes (HRS), nonprofit organizations with current purchase of service contract(s) (Chapter 42D or 103F, HRS) have been invited to participate in the State Procurement Office's (SPO) price lists.

If a nonprofit organization (hereinafter called "nonprofit") wishes to purchase from a SPO price list, the nonprofit must obtain approval from each price list vendor, i.e., participation must be mutually agreed upon. A price list vendor may choose to deny participation by a nonprofit. Provided, however, if a nonprofit and price list vendor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than a price list vendor.

INTRODUCTION

The State Procurement Office (SPO) awarded contracts to the following vendors to sell, lease or rent, deliver, install, and/or maintain copiers and/or facsimile machines for the State of Hawai'i and other participating jurisdictions. At this time, the SPO will use some aspects of e-commerce to procure copiers and fax machines by including distribution of prices and product information to agencies via the Internet. In the future, the SPO would like to implement a wider e-commerce system that would include ordering and tracking delivery on-line.

Accordingly, significant changes in the distribution of product information and prices to the State have been implemented with this vendor list. The SPO will continue to distribute periodic administrative changes when required; however, the SPO will not include equipment lists, specifications or prices. This information will be distributed to the agencies by the vendors. Delivery of this information could be by e-mail, personal delivery, fax, mail, etc., or posted on the vendor's website. Agencies shall contact the vendor representatives for product information and prices or to inquire about vendor's Internet web site address. Vendors are responsible to provide the requested information to the agencies. Agencies are requested to report vendors' failure to provide the information requested to the SPO (fax number 808/586-0570 Attn: C. Yamashita) on *Vendor Evaluation* form (copy attached).

VENDORS AND ADDRESSES

Canon U.S.A., Inc.

2110 Washington Blvd., Suite 150
Arlington, VA 22204-5790

Copymasters Hawai'i, Inc.

96-1173 Waihona Street, Suite B-2
Pearl City, HI 96782-1932

Electronic Business Machines, Inc.

444 Waiakamilo Road
Honolulu, HI 96817

IKON Office Solutions, Inc.

680 Iwilei Road, Suite 580
Honolulu, HI 96817

Sharp Electronics Corporation

Sharp Plaza, Box B
Mahwah, NJ 97430

Toshiba Hawai'i, Inc.

327 Kamakee Street
Honolulu, HI 96814

Xerox Corporation

700 Bishop Street, Suite 1200
Honolulu, HI 96813

VENDOR INFORMATION AND ORDERING INSTRUCTIONS

CANON U.S.A., INC.

(Represents: Canon)

Address and send Purchase Orders to:

Canon U.S.A., Inc.
P.O. Box 6517
Arlington, VA 22206
Web Site address: www.usa.canon.com

Remittance Address:

Canon U.S.A., Inc.
P.O. Box 905993
Charlotte, NC 28290-5993

For Emergency Ordering: Fax 703/807-3819

Contact Edith Martin for billing issues. Phone 703/807-3808; Fax 703/807-3819
or Email emartin@cusa.canon.com

Vendor's Representative: Jeffrey Crompe

Phone: 949/753-4002 Fax: 425/868-7294

Email: jcrompe@cusa.canon.com

Direct Customer Service Requests to Servco Integrated Office Technology (SIOT) or IKON Office Solutions:

O'ahu

SIOT

2850 Pukoloa Street, #101
Honolulu HI 96819
Phone: 808/837-0570

IKON

680 Iwilei Road, Suite 850
Honolulu, HI 96817
Phone: 808/275-2400
Fax: 808/275-2480

Hawai'i

SIOT

101 Holomua Street
Hilo, HI 96820
Phone: 808/935-5401

Maui

SIOT

261 Lalo Street
Kahului, HI 96732
Phone: 808/877-7331

Kaua'i

IKON

4121 Rice Street, #305
Lihue, HI 96766
Phone: 808/245-1696
Fax: 808/245-1696

COPYMASTERS HAWAII, INC.

(Represents: Copystar, Xerox)

Direct Customer Service Requests, Purchase Orders, Payments, etc., to:

96-1173 Waihona Street, Ste B-2
Pearl City, HI 96782
Phone: 808/678-2263 Fax: 808/678-2013

Vendor's Representative: Teri Miyasaki
Email: sales@copymastersintl

ELECTRONIC BUSINESS MACHINES, INC.

(Represents: Konica)

Direct Customer Service Requests, Purchase Orders, Payments, etc., to:

444 Waiakamilo Road
Honolulu, HI 96817
Phone: 808/848-0341 Fax: 808/842-0353

Vendor's Representative: Owen Kamiya
E-mail: ebm@inets.com

IKON OFFICE SOLUTIONS, INC.

(Represents: Canon, Ricoh, Océ, IKON)

Direct Customer Service Requests, Purchase Orders, Payments, etc., to:

Honolulu

Kaua'i

680 Iwilei Road, Suite 580
Honolulu, HI 96817
Phone: 808/275-2400
Fax: 808/275-2480

4121 Rice Street, #305
Lihue, HI 96766
Phone: 808/245-1696
Fax: 808/245-1696

Vendor's Representative: Sean Quinn

SHARP ELECTRONICS CORPORATION

(Represents: Sharp)

Address and send Purchase Orders to:

Sharp Electronics Corporation
c/o (locally authorized Sharp Dealer)
Sharp Plaza, Box B
Mahway, NJ 07430

Vendor's Representative: Craig Pulver
Phone: 1/800/892-9204 ID#8200
Fax: 480/890-8167
E-mail: Pulverc@sharpsec.com
Web Site address: www.sharp-usa.com

Remittance Address: As indicated on each invoice

For Customer Service, contact the following subcontractors:

O'ahu

Copiers Hawai'i, Inc.

511 Kalihi Street
Honolulu, HI 96819
Phone: 808/847-1366
Fax: 808/847-0450
Contact: Brenda Shiroma or
Jack Smyth
Email: bshiroma@copiershawaii.com

Maui

Business Equipment Co., Inc.

392 N. Market Street
Wailuku, HI 96793
Phone: 808/244-3252
Fax: 808/242-6556
Contact: Ray Ibanez (Sales)
Dick Kamita (Service)

Hawai'i

Business Automation, Inc.

507 E. Lanikaula Street
Hilo, HI 96720
Phone: 808/935-9355
Fax: 808/969-6932
Contact: Michael Texeira

Kaua'i

S&S Business Machines, Inc.

3088-A Aukele Street
Lihue, HI 96766
Phone: 808/245-9549
Fax: 808/245-8633
Contact: Alan Yamamoto or
Leroy Sakaguchi

TOSHIBA HAWAII, INC.

(Represents: Toshiba)

Direct Customer Service Requests, Purchase Orders, Payments, etc., to:

327 Kamakee Street
Honolulu, HI 96814
Phone: 808/591-8377 x251 Fax: 808/591-9472
Vendor's Representative: Trevor Maunakea
Email: Trevor_Maunakea@tacp.com

XEROX CORPORATION

(Represents: Xerox)

Direct Customer Service Requests, Purchase Orders, Payments, etc., to:

700 Bishop Street, Suite 1200
Honolulu, HI 96813
Sales: Phone 808/543-6250 Fax 808/543-6233
Service: Phone 808/536-4326 Fax 808/543-6285

Vendor's Representative: Lisa Ma
Phone: 543-6250
National website: <http://www.xerox.com>

For Customer Service, contact the following Xerox office on the neighbor islands:

O'ahu

700 Bishop Street, Suite 1200
Honolulu, HI 96813
Phone: 808/543-6250
Fax: 808/543-6233

Maui

900 Eha Street, Suite 101
Wailuku, Maui 96793
Phone: 808/572-4858
Fax: 808/573-5552

Hawaii

160 Makaala Street, Suite 125 **(Hilo)** Hilo, HI 96720
Phone: 808/935-8967
Fax: 808/885-5373

Kaua'i

4347 Rice Street Lihue, Kaua'i 96766
Phone: 808/245-3511
Fax: 808/245-8129

75-5995 Kuakini Highway **(Kona)**
Kailua, Kona 96740
Phone: 808/329-9533
Fax: 808/329-4672

VENDOR CODES for annotation on purchase orders are obtainable from the "Alphabetical Vendor Edit Table Report" available at your department's fiscal office. **Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order.** Therefore, when processing an invoice for payment, be sure that the correct vendor code is used.

UNIT PRICES quoted by vendors include delivery to destination, unless stated otherwise by vendor(s), installation, maintenance during the warranty period, all costs **except** the Hawai'i General Excise Tax, currently 4%. Agencies are advised to add tax amount to their purchase order total. General excise tax shall not be applied to delivery charges. It should be noted that some vendors quote additional delivery charge(s) for certain locations.

PURCHASE ORDERS shall be issued on an as needed basis during the vendor list period. It is the responsibility of each agency to insure timely issuance of purchase orders. Vendor is not obliged to accept any order received after the vendor list expiration date; however, shall fill timely orders for which delivery may extend beyond the expiration date. Do not issue purchase orders specifying delivery after the vendor list expiration date.

"SPO PL No. 02-29" must be typed on purchase orders issued against this vendor list.

DELIVERIES will be completed within the following number of calendar days after receipt of purchase order: copiers – 60 days; fax machines – 30 days. Notwithstanding the foregoing, the State may require earlier deliveries. (See "Delivery and Site Preparation".)

PROCUREMENT PROCEDURES UNDER THIS CONTRACT

State agencies are required to procure Copiers, Facsimile Machines and Multi-Functional Equipment from the vendors listed herein. Copiers and Facsimile Machines shall be procured in accordance with the following procedures issued by the State Procurement Office. Agencies are reminded that this contract cannot be used to purchase printers and scanners.

Types of Procurement Methods that may be offered under the Vendor List. Vendors may offer agencies, for their consideration, various procurement options – i.e., rental, lease, lease to purchase and/or outright purchase. Prices offered to the State will include, but not be limited to, delivery and installation, maintenance, training, removal, and all other costs applicable to the RFQ.

Agencies may engage in discussions with vendors to discuss various costs of acquiring equipment through any of the procurement options offered. However, agencies shall follow procurement instructions when requesting quotations for purchasing the equipment.

- a. **Rental:** The cost of rental shall include full-service maintenance. Equipment furnished for rental will be in good working order. Equipment may be newly manufactured, factory-produced new models, remanufactured or refurbished.

Equipment delivered and installed on rental will remain installed through the current fiscal year plus the following fiscal year. If required, agencies may negotiate shorter

rental periods with the vendor. Title to rental equipment and accessories will remain the property of the Contractor. The agency will exercise reasonable care in safeguarding the equipment to ensure equipment is returned to the Contractor in the same condition as when received except for reasonable wear and tear.

- b. **Lease:** The monthly lease payment shall be firm for the agreed upon period of the lease agreement. Vendor may furnish \$1.00 buy-out plan or other leasing alternatives that may be in the agency's best interest. Vendor shall provide information demonstrating the most cost-effective option depending on the circumstances and the true needs of the agency. The State will enter into a lease agreement with the vendor to maintain the leased equipment upon expiration of the warranty.

Lease to Ownership Program. Payments made by state agencies comprised of repayments of principle and interest for the item being acquired are considered financing agreements and are subject to the provisions of Chapter 37D, Hawai'i Revised Statutes, relating to financing agreements. Chapter 37D, HRS, does not apply to straight leases and purchases that are not financed, i.e., payments made by state agencies are not comprised of repayments of principle and interest. Act 200, SLH 2001, amended Chapter 37D, HRS, and authorized the financing agreement program of the state to be administered by the State Department of Budget and Finance. As a result of the amendments, state agencies no longer have the authority to negotiate new financing agreements directly with vendors for equipment purchased under the lease to ownership program.

- c. **Purchase:** Equipment delivered and installed under purchase will be billed at a one-time charge or by a mutually agreed installment purchase plan.

Equipment under rental or lease agreements may be converted to purchase or lease with option to purchase with rental or lease payments made credited to the new agreement. Application of rental and lease credits shall be in accordance with the GSA schedule or that offered to vendor's best customer, whichever is in the best interest of the State.

Rental and lease agreements may be cancelled by the State agency under the terms outlined in clause entitled "Termination by the State". Equipment cancelled prior to the agreed upon period will be subject to contractor's rental or lease termination charges. Any terms and conditions contained in subsequent rental, lease or purchase agreements executed between State agencies and vendors which are in conflict with applicable provisions set forth in this contract shall not be binding upon the agency.

Trade-Ins. Agencies seeking to replace or upgrade their equipment may inquire about the possibility of a trade-in. Vendors may apply the trade-in to the purchase price (cost of equipment minus open market trade-in allowance).

Manufacturing Status. The status of copiers offered under this vendors list are New, Remanufactured or Refurbished.

- a. New machines are units that have not been used and all parts in these units are new or it may contain some reprocessed parts or components that meet manufacturer's new parts or components performance standards.

- b. Remanufactured and Refurbished copiers are machines that are not new; i.e., outside of the definition of "new" in subparagraph a above.

Vendors shall include, in its quotation, the manufacturing status of every machine offered to agencies under this Vendor List.

STATE AGENCIES RESPONSIBILITIES

Agencies will be required to procure copiers and facsimile machines from the vendors listed on this vendor list and in accordance with following procedures issued by the State Procurement Office.

Minimum Number of Quotations. Agencies are required to solicit a minimum of written quotations from vendors on the Vendor List as follows:

- a) At least one (1) quote for expenditures less than \$5,000;
- b) At least two (2) quotes for expenditures \$5,000 but less than \$15,000;
- c) At least three (3) quotes for expenditures of \$15,000 but less than \$50,000;
- d) At least five (5) quotes for expenditures of \$50,000 and greater. Also agencies must receive prior approval from their departmental Administrative Services (ASO) or Fiscal Officer (FO) or a designee before making their purchase at this expenditure level.

The total amount of the order (to include cost of equipment, accessories, maintenance, etc.) will determine the minimum number of written quotations the agency is required to solicit.

Agencies shall retain vendor's quotation or pricing information from vendor's web site or catalog for verification purposes.

Consideration of Quotations. Agencies must consider all quotations received. Agency must award to the vendor whose offer represents the best value to the agency. Best value means the most advantageous offer determined by evaluating and comparing all relevant criteria in addition to price so that the offer meeting the overall combination that best serves the agency is selected. Factors to consider include, but is not limited to, total cost of the equipment, performance history of the vendor, quality of the equipment, services (sales and maintenance), delivery and proposed technical performance.

Failure to Receive Two (2) Quotations. Agencies which do not receive a minimum of two (2) quotations for product and pricing for expenditures of \$50,000 and greater, must receive Chief Procurement Officer approval before executing the procurement.

Uniform Request for Quotations (RFQ). Each agency is responsible for preparing a uniform request for product and pricing quotations and submitting the same request to all vendors. RFQ shall include all costs to be incurred by the agency (see "Vendor's Responsibility to Provide Quotations".)

Selecting Equipment. It is the responsibility of the Administrative Services Officer, Finance Officer or a designee within the agency to determine which of the copiers or facsimile machines offered best meets the needs of the agency and provides the most economical copier or facsimile machine overall.

VENDORS RESPONSIBILITY

Vendors responsibility under the Copiers and Facsimile Machines Vendor List shall include, but not be limited to, the following.

Equipment and Services Schedules. Vendors may offer only those products and services included on their Equipment and Services Schedule (ESS). By June 1, 2002, Vendors must provide and maintain, at a minimum, an Internet web site that contains their complete ESS as well as product specifications and options. Vendors shall provide information on the ESS to those agencies without Internet capabilities. Vendors shall keep the schedule current and correct.

Vendors shall provide all agencies with guidance and assistance with product selection, purchase order tracking, reporting or other relevant service.

Assisting Agency. Vendor shall assist the agency in determining the most appropriate and economical type of office copier machine or fax machine for a given application. Underestimating or overestimating the copier and fax machine capabilities required may lead to obtaining equipment that do not satisfy the needs of the agency and may result in higher than necessary copier and fax machine costs and dissatisfied customer.

When requested, vendor shall assist the agency to determine the various costs of acquiring the equipment through any or all of the procurement options. Determining these costs should be based on the best available information and estimates, including factors peculiar to copiers or facsimile machines.

Vendors Responsibility to Provide Quotations. Vendors are required to provide written quotations on the form(s) provided by the agencies. For expenditures less than \$15,000, vendors are required to provide written quotations within three (3) business days of agency's written request. For expenditures of \$15,000 and greater, vendors are required to provide written quotations with five (5) business days of agency's written request. Notwithstanding the foregoing, agency may require vendors provide quotations sooner than specified above. Vendors not fulfilling this requirement shall be reported to the SPO. If a vendor is unable to provide a quotation, he shall submit a negative response to the agency indicating why he is unable to respond.

Vendors are required to **include all costs** in their response to the RFQ. Costs shall include, but not be limited to: delivery, installation, cost to remove the equipment at the end of the lease period which would include packing, crating, drayage, transportation to vendor's or lessor's site. These costs should be listed as a separate item or itemized on the RFQ and the agencies will consider these costs in the evaluation process. State agencies will not consider any requests for payments of removal charges or any other charges if vendor failed to present these costs in their response to the RFQ.

Expected Useful Life of Equipment. Vendor shall guarantee to provide maintenance service for the expected useful life of the equipment offered under this vendor list. The expected useful life for copiers shall be as follows: five (5) year for less than 50 copies

per minute; seven (7) years for minimum 50 copies per minute. The expected useful life for fax machines shall be seven (7) years.

Qualifying Equipment. All copiers and fax machines offered shall meet industry's standards and the requirements of the following standards **except** copiers producing 100 copies per minute and above are exempt from 3) below.

- 1) Underwriters Laboratory (UL);
- 2) Occupational Safety and Health Act (OSHA); and
- 3) U.S. Environmental Protection Agency ENERGY STAR® guidelines for energy efficiency.

Agencies shall procure equipment options from the vendor supplying the basic equipment. For example, if an agency requires a 20-bin stapler sorter, this option shall be purchased from and installed by the vendor who is supplying the basic equipment—even if this option can be purchased from another vendor at a lower cost. Failure to follow this instruction may invalidate the equipment warranty. Furthermore, the basic equipment supplier may elect not to provide maintenance on the equipment.

Price Changes. Vendors are allowed to increase and/or decrease the price of any copier and/or facsimile machine on the Vendor List; however, vendors shall honor the prices quoted to the agencies for the entire acceptance period specified on the RFQ.

Training of Agency Personnel. Vendors shall provide, at no additional cost to the agency, qualified personnel to instruct agency personnel in operating the equipment.

Re-execution of Work. The vendor shall re-execute any work that fails to conform to requirements of the contract which appear during the course of the work, and shall immediately remedy any defects due to faulty workmanship by the vendor.

MAINTENANCE

Full Service Maintenance. Vendors shall provide maintenance service for the expected useful life of the equipment. For new equipment FSM shall commence after the 90-day warranty period.

Maintenance Pricing. The cost of maintenance for Purchase and Lease machines is priced as a separate item from the equipment. For Rental copiers, the cost of maintenance is included in the monthly rental rate.

Full service maintenance (FSM) for copiers and facsimile machines shall include the cost of labor and material for the replacement of the drum, photoconductor, masters and like transfer materials (e.g., organic photoconductors, print/drum/copy cartridges, etc.), as appropriate and applicable. Vendor shall make all necessary repairs and adjustments of the equipment, including replacement of all parts (including cleaning of blades, rollers, etc.) without additional charge to keep the equipment in good working condition in accordance with manufacturer's standards and specifications. Maintenance service shall also include but not be limited to lubrication and cleaning as necessary, and as follows:

- a. **FSM for One-Color Copiers** also includes all supplies/consumables (toner, developer, fuser lubricants, print/drum/copy cartridges, waste toner containers, etc.) **except** staples and paper.
- b. **FSM for Color Copiers** also includes all supplies/consumables (developer, fuser lubricants, print/drum/copy cartridges, waste toner containers, etc.) **except** toner staples, and paper;
- c. **FSM for Facsimile Machines** does not include consumables.

Cost of full service maintenance for purchase and lease machines shall be firm for a period of twelve (12) months from the date of agency's acceptance of the equipment. Thereafter, annual maintenance increases, if any, shall not increase by more than any increase negotiated with GSA annually on a percentage basis, and further, shall not exceed 10% each year for the expected useful life of the equipment. Should the vendor not negotiate a maintenance agreement with GSA, any increase shall not exceed 10% each year for the expected useful life of the equipment or be equal to the increase to its best customer for identical or similar equipment, whichever is less.

Minimum Response Time Required for Corrective Maintenance Requests.

- a. Response Time: The Vendor shall acknowledge receipt of any call for corrective on-site service within **two (2)** hours;
- b. Resolution Time: Remedial service shall be completed within **eight (8)** working hours after receipt of trouble call.

If the problem cannot be resolved within the times indicated, the vendor shall inform the user agency of the reasons of the delay and provide an estimated completion time. If the vendor's reason for delay is determined to be inexcusable, the vendor may be required to provide the agency with acceptable substitute equipment.

TRAINING OF AGENCY PERSONNEL

Vendor shall provide, at no additional cost to the agency, qualified personnel to instruct agency personnel in operating the equipment.

QUALITY

All equipment supplied shall be labeled and/or embossed with the manufacturer's name, logo, serial number, and/or part number. It shall be free from defects that may render it unfit to use. Damaged or rejected items must be immediately removed from the site and replaced with items of the quality required by these specifications, at no cost to the State.

Failure to replace or to remove any rejected items shall not relieve the Contractor from the responsibility imposed upon it by the contract.

The ordering agency may, at any time, by written order, stop the delivery of equipment not conforming to these specifications. Such stop order shall not relieve the Contractor of its obligations to complete its work within the contract time limits, nor shall it in any way terminate, cancel, or abrogate the contract or any part thereof.

WARRANTY

Contractor shall warrant all new equipment furnished hereunder for a period of ninety (90) days after acceptance by agency or as stated in the Contractor's standard commercial warranty, whichever is longer. The Contractor warrants all new equipment furnished to be free from defects in workmanship, material and against all design and manufacturing defects.

Contractor shall warrant all remanufactured and refurbished equipment for a period of thirty (30) days after acceptance by agency or as stated in the contractor's standard warranty for refurbished equipment, whichever is longer.

During the warranty period, the Contractor shall replace any defective workmanship and/or part(s) with equal or better parts. All warranty work shall be performed at installation site at no cost to the State during the warranty period, provided such defects are not due to abuse or negligence on the part of the State.

CONTRACT EXTENSION FOR RENTAL MACHINES

Equipment rented under this contract may be extended beyond the rental period upon written agreement provided that price escalation, if any, during the extended period shall not be more than five (5) percent for each of the previous year's contract price. Automatic renewals by vendors shall not be binding on the State.

TERMINATION BY THE STATE

State agencies that do not want to keep their rental equipment beyond the base period (initial period mutually agreed upon, in writing), should notify the Contractor in writing at least thirty (30) days before the end of the base period. Machines removed prior to the end of the base period may be subject to the Contractor's standard termination clauses, unless removal is due to any of the conditions stated herein.

The following applies to continuous rental of equipment beyond the base period. A rental agreement may be terminated by the State without penalty anytime prior to the extension period, if any, provided the Contractor is notified in writing of the agency's intentions, at least thirty (30) days before the extension period starts. If this notification is not given, a rental agreement may be terminated during the extended period upon thirty(30) days written notice. Subsequent termination charge, if any, for machines under written extension agreement, will be no more than either two times the monthly minimum charge in effect of the time of termination, or as provided by the manufacturer's equipment price list, whichever is less.

Any lease agreement cancelled prior to the mutually agreed upon period will subject the State agency to termination charges which Contractor shall furnish with his quotation. However, the termination charges will not exceed the Contractor's ordinary lease termination charges effective at the time of State's termination request.

It is understood and agreed that the State may terminate the rental or lease of any equipment upon thirty (30) days written notice without penalty, for reason of:

- a. Non-satisfactory performance of equipment as evidenced by documented failure of equipment to perform and the supplier's inability to correct the defect(s);
- b. Disbanding of the using agency by the State government; or
- c. Upon notice as soon as possible of the non-availability of funds due to the State's failure to appropriate such funds.

In the event of termination due to the lack of the appropriation of funds, it is understood that such termination shall be effective subsequent to June 30 of the fiscal year preceding the fiscal year for which no appropriation is made, and further, that the agency involved will not acquire a similar equipment from any other supplier.

DELIVERY AND SITE PREPARATION

Deliveries will be completed within the following number of calendar days after receipt of purchase order: copiers – 60 days; fax machines – 30 days. Notwithstanding the foregoing, the State may require earlier deliveries.

Vendor shall provide requirements/instructions for site preparation to agencies within seven (7) days after receipt of order. The State at its own expense shall be responsible for having the site for the equipment cleared and prepared and shall provide the required electrical services.

Any delivery to the point of installation where adequate access is not available, requiring movement of equipment up stairways, through windows, etc., excess rigging costs may be charged by the Contractor subject to the prior approval and acceptance of the State. This additional cost will be furnished to the agency at the time of quotation.

The Contractor shall deliver and set the equipment in place, make the final connection between component units and provide performance and safety testing to insure that the equipment is in proper operating condition.

ORDERING AND INVOICING

The equipment required from time to time during the term of this contract by the several departments, agencies, boards and commissions of the State shall be ordered in writing from the Contractor on Purchase Order forms supplied for that purpose by the State.

Contractor shall forward an original and three (3) copies of invoice directly to the ordering agency. Payment shall be made to the Contractor upon certification by the State that the Contractor has satisfactorily performed the required work.

PAYMENT

Section 103-10, HRS, provides that the State shall have thirty (30) calendar days from receipt of invoice or satisfactory delivery of goods or performance of services to make payment. For this reason, the State will reject any offer submitted with a condition requiring payment within a shorter period. Further, the State will reject any bid submitted with a condition requiring interest payments greater than that allowed by Section 103-10, HRS, as amended.

The State will not recognize any requirement established by the Contractor and communicated to the State after award of the contract, which requires payment within a shorter period, or interest payments not in conformance with statute.

VENDOR LIST AVAILABLE ON HAWAII FYI

Agency with a computer and modem may retrieve a copy of this vendor list via the State's **Hawaii FYI** electronic gateway by dialing the following modem number:

Hawaii	974-6640
Kauai	274-3600
Maui	984-2000
Oahu	587-4800

At the main menu select *Hawaii Internet Services Menu*, then click on *State Price Lists* for the current listing. If assistance is required to access Hawaii FYI, call the ICSD Assistance Center at 586-1919 from Oahu and 1-800-252-1132 from the neighbor islands.

This vendor list is also available on the **Internet at**
"www.state.hi.us/icsd/dags/prices/pricelst.html".

ROBERT J. GOVERNS, CPPB
Procurement Officer

STATE OF HAWAII
STATE PROCUREMENT OFFICE
HONOLULU, HAWAII

EVALUATION FORM: ☐ VENDOR or ☐ PRODUCT

For the attached price list, using agencies are requested to use this evaluation form to report complaints, recommendations or commendations to the State Procurement Office. The reporting of complaints, recommendations or commendations will assist the State Procurement Office in evaluating vendor's performance and/or product quality while at the same time permit proper exchange of information between State Procurement Office and the supplier so that deficiencies or trouble areas can be identified and isolated for correction before they become serious problems.

A. IF VENDOR EVALUATION, PLEASE PROVIDE THE FOLLOWING:

Name of Vendor: _____

☐ COMPLAINT: ☐ COMMENDATION:

☐ DELIVERY ☐ QUALITY ☐ QUANTITY ☐ PERSONNEL ☐ PRICE ☐ OTHER

B. IF PRODUCT EVALUATION, PLEASE PROVIDE THE FOLLOWING:

Item No(s) & Description(s)

Purchase Order No(s)

☐ COMPLAINT: ☐ COMMENDATION:

☐ DELIVERY ☐ QUALITY ☐ QUANTITY ☐ PERSONNEL ☐ PRICE ☐ OTHER

For either "A" or "B", give detailed explanations in the space below. Be as specific as possible. If this is a complaint, feel free to state manner in which you believe complaint should be settled.

Explain details of **Complaint, Recommendation or Commendation** with Suggested Remedy if Appropriate: _____

Explain how seriously this incident affected the agency: _____

AGENCY: _____

BY: _____

Name	Title	Phone	Date
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